

## **Appendix G – Major Information Technology Projects for 2008-09**

### **Non-EPP Major Technology Projects**

#### **Secretary of State #11 SOSKB Business Services System replacement.**

SOSKB is 'public domain' software, originally created for the SOS office in North Carolina, and now customized and deployed to 13 other states. Montana SOS office will work with an approved vendor to accurately define the business requirements of the Business Services Bureau and Management Services Bureau, then perform a GAP analysis to determine if the SOSKB is the best solution for Montana. Based on early demonstrations of the SOSKB it appears the systems meets high level general requirements, and would be a significant improvement to the efficiencies of the Montana SOS office.

#### **Department of Justice MHP Mobile LAN**

Mobile LAN technology will allow the Highway Patrol Officer to have their office in their car. Thus allowing them to stay in the field, and the road; therefore improving public safety. Mobile LAN technology will reduce the time needed to respond to incidents. It will also reduce the amount of time used to report on an incident because they will be reporting from the incident, and allow for more accurate reporting from the patrol officer during a shift.

#### **Department of Justice Fusion Center**

The Montana Department of Justice has state and federal laws, guidelines, and restrictions related to the information held, passed, and collected by the department. The department currently has a facility at Fort Harrison that is rent free, with the only cost being support and maintenance of the systems. The Fusion Center allows information to be stored, analyzed, and disseminated properly in accordance with all applicable laws, rules, guidelines, and procedures at both the state and federal levels. The systems include but are not limited to: CJIN, Crime Intel, RMS, IJIS, SVOR, MERLIN, EOL, Missing Persons, Concealed Weapons, Criminal History Records, Criminal Photo Repository. The Fusion center includes the data center to house the systems as well as state, federal and local data analysts to ensure that the information held, passed and collected is done so in accordance to the laws, guidelines and restrictions related to justice information. The Fusion Center is more than a data center it is the data and the resources associated with making sure the information is accurate and timely.

#### **Department of Justice Merlin**

The MERLIN system will allow the citizens of Montana to have fast, accurate, and reliable service in respect to the Motor Vehicle Systems. It will allow the department to have better accountability of data, more advanced media to utilize for the citizens, and a better revenue tracking system. This system is replacing the antiquated mainframe system with a new mid-tier system allowing the state to take advantage of new technology.

#### **Commissioner of Higher Education # 11 MGSLP Loan Guarantee Software**

To participate in the Federal Family Education Loan Program (FFELP), MGSLP needs a special type of loan guarantee processing software. This software does a variety of student loan related tasks; including federal reporting, school financial aid packaging, and aggregating of student loans. This is a new contract for services; a replacement for what they already use.

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### **Commissioner of Higher Education #12 Imaging System**

Replacement for the current imaging system. A shared system with the Student Assistance Foundation (SAF) that SAF operates. An imaging system would be used for two primary reasons: 1) to automate office functions from paper to electronic processing and 2) to eliminate or minimize the need for onsite storage of paper documents.

### **Arts Council #1 Data Capability and Web One-stop Shopping for Montana Artists**

Hardware, software, and contract services to build and maintain a web site.

### **Department of Environmental Quality #2 On-line Permitting/eGov Forms Submission**

Implement on-line licensing, permitting, and data submissions from the regulated community.

### **Department of Environmental Quality #3 Accounts Receivable/On-line Payment**

Implement an accounts receivable and on-line payment system across the agency that is compatible with and links directly to SABHRS.

### **Department of Environmental Quality #8 Business Process Management/Workflow Tools**

Implement a BPM/Workflow tool (e.g., FileNet) that assists in the analysis of BPM processes and the flow of work across the agency and to/from outside organizations.

### **Department of Transportation #11 Maintenance Management System**

Monitor repairs and maintenance on state highway.

### **Department of Transportation #12 Photogrammetry File Digitization**

Geo-referenced digital images on web based system

### **Department of Transportation #14 Civil Rights and Labor Management Systems**

Monitor contractor compliance with Title VI.

### **Department of Transportation #15 GIS Wildlife and Fish Habitat Linkages**

Identify areas for maintaining or restoring connectivity among habitats.

### **Department of Transportation #16 Unified Carrier Registration**

Creates and Monitors a National Standard governing commercial licensing

### **Department of Transportation #18 Traffic Records Project**

Traffic records strategic plan to track safety data.

### **Department of Transportation #A6 Integrated Financials**

Common coding conversion of existing business applications.

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### **Department of Revenue            # 2        Free Electronic Filing**

This proposal requests \$5,363,870 to provide additional e-services including free electronic filing and Telefile services to the citizens of Montana. This includes funding for six positions to administer e-services, funding for filing annual MW3-W2/1099's, funding for filing C-Corp, S-Corp and Partnerships, funding for additional e-payment options, funding for e-services marketing, funding for web based software Taxpayer Access Point (TAP), and funding for free Telefile services.

### **Department of Revenue            # 1        "One stop" for Licensing, Fees, and Permits**

Develop a free web-based "One Stop" electronic service enabling Montana citizens and businesses to register, pay for and acquire all licenses, fees and permits for conducting business with the relevant state agencies.

### **Department of Revenue            # 3        Expand Compliance Tools**

Expand the use of the GenTax Discovery tool to increase the availability of data to be used in compliance activities. This initiative is to obtain funding for increased mid-tier storage costs.

### **Department of Revenue            # 5        Web Based Services for Property Tax**

Implement a web service that provides public access for property tax services.

### **Department of Administration            2        Service Management**

A Service Management Program with the goal of implementing operational best practices to provide superior availability, reliability and performance.

### **Department of Administration            16        AntiSpyware/Adware Software**

Software for the detection and elimination of "spyware" and "adware" within the State network

### **Department of Administration            17        Living Disaster Recovery Planning Software (LDRPS) Positions**

The addition of three positions to assist agencies that are utilizing the LDRPS system.

### **Department of Administration            18        MITA Implementation Staffing**

The November 2005 Enterprise IT Management Audit (05DP-06) identified several areas where DOA had failed to fully implement several components of MITA. This initiative is focused on establishing the processes, policies, and oversight necessary to fully implement MITA. The primary requirement is additional staff.

### **Department of Administration            19        Project Manager Personnel**

The addition of two professionally trained, preferably certified, project managers to work primarily with ITSD to manage large projects. Secondary duties would be assisting the ITSD Project Management Office and external agency projects

### **Department of Administration            23        Email Records Management and Archive**

Email has been and will be continued to be part of official state public records. Email is also seen as "discoverable" items in lawsuits that concern the state. ITSD needs to provide a system to archive and store emails in accordance with State records policy.

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### **Department of Administration                      24                      Microsoft Office Upgrade**

Upgrade approximately 9,650 workstations to current version of Microsoft Office or open source alternative.

### **Department of Administration                      25                      Microsoft Exchange Upgrade**

The State of Montana Enterprise email system is based on Microsoft's Exchange server product. Microsoft will introduce a new version of Exchange mail server software in late FY2007. ITSD is currently running Exchange Server 2000 and will be upgrading to Exchange 2003 in the first part of FY2007. In late FY2008, we expect to be ready to upgrade from Exchange 2003 to what is currently known as Exchange 12. This initiative is to account for the costs associated with upgrading and keeping current on the Microsoft Exchange email product.

### **Department of Administration                      26                      Storage Area Network (SAN) High Availability**

To realize greater economies of scale and their cost efficiencies the State has utilized Storage Area Network (SAN) devices to host the data of multiple systems. While being very reliable, an outage to one of these SAN devices has an extreme impact on all connected systems. The purpose of this initiative is to implement redundancy techniques in the State's SAN environment that provide High Availability benefits by eliminating single points of failure. When implemented, the elements of hardware and software would facilitate the placement of data from selected servers on multiple SAN devices or provide redundancy to data within a SAN.

### **Department of Administration                      27                      Identity Management**

Establish and implement an identity management architecture for the State

### **Department of Administration                      29                      Server Growth**

ITSD has experienced 300% growth in the commissioning of servers over the past 3 years with an average growth rate of 100 servers per year. We do not anticipate a decrease in this rate in the near term. Several factors are expected to contribute to the continuation of the increase of the number of servers ITSD is required to host and maintain for agencies and the enterprise. The primary reason is the ongoing implementation of the Montana Information Technology Act (MITA), which will drive agency and ITSD server changes and will undoubtedly require additional servers be installed. The consolidation of computing resources into the State's Service Centers is also expected to contribute significantly to continued server growth that ITSD manages. This initiative is intended to address the future growth in ITSD managed servers.

### **Department of Administration                      30                      Server Hardware Replacement and Upgrade**

ITSD manages over 175 physical MidTier servers with about 35 of those servers being Unix, 19 Linux, 24 VMware ESX, and 97 Windows. Server equipment is typically scheduled and accounted on a three or four year hardware replacement cycle. This initiative is to account for the costs associated with replacing and if necessary upgrading hardware for those ITSD managed servers that have reached the end of their service life

### **Department of Administration                      31                      Storage Capacity Growth**

This initiative is intended to address the future growth in data storage required to support anticipated growth in hosted services.

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### **Department of Administration      32      Windows Server Licensing Growth & Upgrade**

Agency demand for ITSD hosted Windows servers and software services hosted on Windows servers are increasing. ITSD needs to plan for future growth of the number of Windows server licenses and also plan for license upgrades for the current Windows server environment to new Microsoft server operating systems.

### **Department of Corrections      #1      New FTE's (6)**

The average ration of IT staff to employee's in Montana State Government is 5.8%. The Department of Corrections has a ration of 1.9% which limits the ability of IT to provide the required level of service to the Department. There have been many additional facilities connected to computer systems, more users added, more applications required, and IT has not grown to meet these additional needs.

### **Department of Corrections      Records Imaging/e-Forms/Workflow**

The Department has embarked upon imaging of inmate legal records, but that is only the beginning. There have been requests to image the entire offender record for immediate access from anywhere. In addition to that, the HR division has requested the ability to store records in an electronic format for easier recovery and security. There is also desire to build workflow processes upon these documents once they have been imaged. This funding will purchase the needed scanners and licenses to utilize FileNet for scanning of records. It will also pay the storage fee's associated with that storage, for assistance in setting up policies for storage and retention of the records, and for temporary staff to scan the records.

### **Montana State Fund      # I1      Data Warehouse Reporting Tool**

Continuation of existing project. MSF's current data warehouse contains static reports displaying data refreshed on a nightly basis. Any new reports requested by the business are time-consuming and complex to develop in the current environment. The nightly batch process to populate the data is prone to errors, undocumented, and unstable. The business requires an application that allows for ad-hoc query capability in small, data mart structures. Data refresh criteria, depending on the business data, is not necessarily needed on a nightly basis. Batch processing must be stable, documented, and consistently run in the designated timeframe.

MSF # I2 upgrade of Claim Center application Continuation of existing project.

MSF # I4 Identity Management MSF requires an enterprise security and identity management solution. Identity authorization is important when employees and stakeholders access MSF services and information. The scope includes consolidation and application independence of security, permissions, and roles for internal and external system access, as well as system administration tools and a partial replacement of existing legal entity information.

### **Montana State Fund      # I6      Employee Management and satisfaction**

MSF requires the ability to focus on internal insurance recruitment and human resource management. This includes efficiently interfacing with State SABHRS system as well as the ability to locally manage additional employee data regarding training, succession planning, career ladders, skills inventory, etc.

### **Montana State Fund      # I7      Insurance Policy Pricing Tools**

MSF requires the ability for efficient and automated pricing tools for agents, as well as for alternative pricing plans such as retros and large deductibles.

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**Department of Public Health and Human Services    #5    CHIMES**  
New Functionality and new platform for Medicaid eligibility.

**Department of Public Health and Human Services    #4    New WIC System**  
New WIC system

**Department of Public Health and Human Services    #6    Big Sky Rx**  
Development and maintain new system for Big Sky Rx.

**Department of Public Health and Human Services    #7    HIFA Waiver**  
This initiative will provide for the system requirements necessary to implement the HIFA Waiver through the Medicaid Management Information System (MMIS)

**Department of Public Health and Human Services    #8    National Provider ID**  
This initiative is necessary to provide for the MMIS remediation work required as a result of a federal mandate to states for National Provider Identification ability and UR Forms updates.